**All Employment Network Call**

**Effective Practices: Stubs, Stats and Starts**

**3 – 4:30 p.m. EDT**

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Operator: Ladies and gentlemen, please continue to stand by, your conference will begin momentarily. We thank you for your patience.

Ladies and gentlemen, thank you for standing by and welcome to the national all en call. During the presentation all participants will be in listen only mode. Afterwards we will conduct a question and answer session. At that time if you have a question please press 1 followed by the 4 on your telephone. You can also ask a question by the chat feature located in the lower left corner of your screen. As a reminder this conference is being recorded Thursday, September 11, 2014. I would now like to turn the conference over to Michelle.

Michelle Laisure: Good afternoon, everyone, I'm going to turn it over at this time to Rob Pfaff. Rob.

Robert Pfaff: Good afternoon, everyone, and thank you for joining us today for this all en call. I'm Robert Pfaff, Deputy Associate Commissioner in the Office of Demonstration Support and we are glad that those of you who could take some time today to participate are doing so. We have a lot of information to share with you today, a pretty packed agenda but I encourage you to ask your questions and make comments as necessary and again I want to thank you for your service that you provide to our beneficiaries in an attempt to get them employed and we sincerely appreciate the partnership that you provide with us for the ticket program. So without further ado I'm going to turn it over to Donna de Julius.

Donna de Julius: Thank you, Rob and hello, everyone. Again, thank you for joining us on the call today.
We're going to begin with a very, very good effective practices presentation that I am excited to bring to you. If you have not yet seen it, it is on our web site at www.yourtickettowork.com. On the front page click on the all en call and you will see the documents and the presentation there.

I am pleased to present Jennifer Radick from Goodwill Keystone area and her ticket to work administrative assistant Elaine Trinkl. Jennifer.

Jennifer Radick: Hi, my name is Jennifer, I am the Ticket to Work program manager for Goodwill Keystone area.

Elaine Trinkl: I'm Elaine Trinkle, I'm also the administrative assistant for 12 of the 22 counties that Goodwill Keystone Area provides services in.

Jennifer Radick: Goodwill has been an Employment Network since 2004. However it was not until 2009 that we hired someone to undertake the growth of this program. Since then we have had 303 ticket to work referrals, 107 tickets have been assigned, there are currently 67 active tickets and we have had over $184,000 in revenue.

Now, for today's presentation, the presentation is called stubs, stats and starts and the objectives are the maintenance of the ticket to work case load for each employment specialist within our 22 Pennsylvania county territory and ensure the efficient assignment of beneficiaries.

The collection of and verification of pay stubs, which is the stubs part, to maintain the most current employment and employer information for each working beneficiary, which is the stats part, and maintain the most current placement and we also tried to proactively identify individuals for potential Partnership Plus candidates.

So what is ‘Stubs, Stats and Starts?’ It's a monthly email, it's individualized to each one of our employment specialists within our 22 counties. It also includes information that's specific for that employment specialist. The administrative assistant for that region is included in the region for the purpose of class reference and the employment manager is included for supervision purposes. The information is used as a case management tool cross referenced against the master case load.

The first part of the email is the greetings. The email is individually written for each employment specialist, including all the information of the individual, the names of the individuals that are assigned to them. This explains the purpose of the email and the information to follow. It provides a brief description of the stubs, stats and starts email.

 The next slide is a shot of our stubs, stats and starts email, the greeting portion. As you can see it kind of breaks down the stubs, the stats and the starts that we're trying to collect each month.

Next, the next portion of our email is the case management portion. This is a great way to provide program management each month. We keep a master tracking sheet that's kept on our encrypted drive. The master tracking sheet is cross referenced each month against the Ticket to Work MAXIMUS portal. The email serv is another way to cross reference and maintain active case files for each employment specialist. This portion of the email is broken down into categories including intake/IWP, job find job support and Partnership Plus.

The next slide is a screen shot of what that portion of our ‘Stubs, Stats and Starts’ email looks like.

Next the ‘Stubs, Stats and Starts’ portion of the email. In order for milestone and outcome payments we must also provide verification for pay. We explain this responsibility to the beneficiary from the onset of the beneficiary relationship. When necessary we will make every effort to assist the individuals in obtaining their pay stubs so they may report their earnings to Social Security, provide that verification of pay for the employment network and receive assistance for the completion of the timely progress review.

 So the next slide is a screen shot of what that portion of our email looks like and as you can see, we give several different options provided to the employment specialist to help facilitate the obtaining verification of pay via secure email, secure fax, postal mail or we can actually have the individual hand deliver copies of them to the employment specialist during personal face to face meetings.
So for the stats portion of our email we would arrive at, or efforts to outcome. We want to ensure our records are a reflection of the most current status for each individual. We provide benchmarks on each individual whether there has been a change or not. We also include updates when we become aware of (inaudible) including employment such as wages, hours, supervisor or even the employer. And then here's a screen shot of that and so our regular intervals for updating the employment record is at 90 days, 6 months and one year, then we also record as changes occur.

Okay, the next portion of our stubs stats and starts email is our starts. We track placements each month and we understand job placements are essential to helping someone reach their short term goal but retention is just as important and we must provide assistance in helping someone reach their long-term goal. With that being said we have developed a post employment checklist in an effort to identify any potential barriers to job retention and provide support and services to the individuals overcome said barriers.

So the next slide again is a screen shot of our starts portion of the email. And then the next two slides we have included a portion of our post employment support checklist and if you see from the top right-hand corner we allow the employment specialist to indicate whether this individual is under a Partnership Plus agreement and who the counselor is. We do provide that shaded gray box so the employment specialist again is able to indicate there have been changes this their wage, their hours and their supervisor so we can have it recorded in our data base, then the top half is the first five questions of our post employment support checklist. They include addressing if the individual is having any difficulties filling their job duties, if they are having, if their current job duties match their interest, if there's been any changes to their job duties that they may need assistance or job coaching with at this time, if they are currently having any issues with child care or transportation or budgeting and then finally if they are experiencing any stress or conflicts in the workplace.

 Then the next slide is the bottom half of our post employment support checklist and has the next five items, including if the individual's experiencing any negative effect on their personal or family life due to working, if there are any current or upcoming medical appointments that need to be addressed with their employer such as requesting time off, if they have any questions about their social security benefits and if so making sure if they haven't already been referred to a WIPA for benefits counseling. Also in the near future if they anticipate leaving their position for any reason and we also allow the employment specialist to headache a determination at that point if the individual appears to be motivated for success with his or her current position. Again we do this each month whether they are working through the ticket to work program or not. We feel it's really important to be proactive in identifying potential barriers before they become an issue so that we can help them maintain their position.
Finally, the last part of our stubs stats and starts email is related to partnership plus. In an effort to proactively identify anyone that may be a potential partnership plus candidate, we have the individuals identify those individuals, I'm sorry, we want to be able to provide the seamless support services that are available to the individual under a partnership plus employment. We have been working with our local OVR offices and make an effort to work together on behalf of the beneficiary.

So the next slide is a screen shot of what that portion of our email looks like. As you can see we ask our employment specialists to try and proactively identify any individual that might be approaching a 90 day successful closure under an ovr contract and if they are to notify me. If the individual is approaching a 90 day successful closure as well as if they can benefit from support to either help them keep their job, to help them increase their earnings over time, to receive assistance in career advancement and to receive assistance in self-sufficiency, we always make sure the individual employment specialist is trying to identify if they are a good candidate.
Finally we have included our partnership plus flow chart that we have developed. We run through a partnership plus agreement and identified all the things that we at goodwill would be responsible for as well as all the steps that OVR would be taking to ensure the successful partnership plus agreement on behalf of an individual. So I'm not going to go through all the steps but this is available if you need a copy.

Finally, basically I've included a map of our 22 Pennsylvania counties. As you can see it's pretty large. So how do we manage the ticket to work program across 22 Pennsylvania counties? Easy, with teamwork. We have our Ticket to Work program manager, which is myself. We have our ticket to work administrative assistant, which is Elaine, we have a great team of ticket to work regional employment specialists and their management team and we also have our director of mission services in the north western region.

Elaine Trinkl: In order to complete the stubs, starts and stats email first we need to gather case load information and then once we have the case load information we are able to send email and the email serves as a reminder to the employment specialists to collect and submit the pay stubs. I currently use an excel spreadsheet to calculate payment availability based on the benefits. However, the portal does have something similar called the monthly estimator that you can use. What we do use the portal for is to submit payment requests and en status reports and then typically we identify those needing a certificate of service when we complete the employment monthly wage summary, but you can also use the payment status report to cross reference when a client is coming up to a milestone payment that would require a certificate of (inaudible).

Okay, Donna, it's back to you.

Donna de Julius: Okay, well, thank you so much. We are going to actually take a couple of questions from the chat room if we have any in there. I would like to reiterate some of the points that really make your presentation an effective practice so for our call participants if you go back through this presentation please take a second look at their efforts to outcome, the retention practices in their tracking placements, the post employment checklist is an excellent follow-up, the Partnership Plus flow chart is awesome and the whole concept of the teamwork and the (inaudible) usage that you use, so call participants, please go back and look at some of those things. Do we have any questions from the chat right now?

Michelle Laisure: No, we don't. Basically people would like to have a copy of the documents if possible.

Donna De Julius: Yes, I am going to, right now. We have put up Jennifer's and Elaine's email addresses and their own numbers. We can also put some of the documents up on our web site which we will do, but in speaking with the lame, and ladies you would prefer for people to contact you directly; is that correct?

Jennifer Radick: Yes, that would be perfect. Then we could provide any answers if they needed any -- some of the forms.

Donna De Julius: Thank you so much for your presentation today. At this point, I would like to turn the call back over to Rob.

Robert Pfaff: I guess at this point I'll turn it over to Michelle or we'll just go to the next item on the agenda. I'll go to Laura, she's here with us and she's ready to talk about the paper tickets. So go ahead, Laura.

Laura York: Sure, I'm not sure what questions have been asked but I can tell all of you that the resumption of the paper tickets will begin April 1st and we'll be sending out about 60,000 tickets annually. They will not be go to all beneficiaries, they will go to a selected population.

Robert Pfaff: Thank you, Laura. And let's move on to the next item, which is an update from ENSB.

Cara Caplan: Hi, this is Cara Caplan. We just wanted to let everyone know that our base line calls to ENs have begun. We have made progress calling about a third of the ENSs but so far a lot of asked for special training this on this call, which will be our coordinating with MAXIMUS and that is underway right now. We've gotten a lot of good feedback from ENs.

One thing if you have not gotten a call from your EN Specialist, it will take a little while for everybody to get their first call and you have something you need to talk to an EN Specialist about or some kind of dire need, you can always contact the ENService@ssa.gov mailbox and it will get to your correct person and they will make that a priority to you.

Robert Pfaff: I'm going to hand it over to Marti Mattee who is working very closely with staff on contracts and he has some issues he would like to bring up.

Martin Mettee: Well, it's just one issue, actually. It's been brought to my attention over the last month or so that we have had three proposals involving ENs in which the person who is actually proposing a new BPA is an employee of an EN already. And I just wanted to point out to you the section in the RFQ and also in your BPAs, it's actually Part 3, Section 1z. It's on page 14. And it says very clearly that individuals are precluded from being awarded in agreements while simultaneously employed by State VR agencies, Work Investment Act organizations or other Employment Networks. So any of you who are contemplating setting up an Employment Network of your own, you are going to have to take steps to end your relationship with the existing EN that you are working for. If there's any questions, if you have any questions concerning that, bring it to the attention of your ENSB specialist and they can refer it to me and i can get back to you. But that's the rule, it's been in there for, since the beginning of time and I just want to make sure that all of you are aware of it because apparently some folks have overlooked it.

Cara Caplan: Two more things. Also the BOSS workgroup is resuming and a blast went out already to all the ENs so we just wanted to make you aware of that. And we have a question about what do you go to MAXIMUS for versus what do you go to your EN Specialist for.

What you go to MAXIMUS for is if you have payment related questions you should go to the payment help desk. If you have MAXIMUS portal related questions, you should go to the portal help desk and if you have ticket assignability questions you should go to MAXIMUS for that as well. For right now everything else, you should go to your en specialist. And protocol that we took down a while ago because we needed to update that, that as a back up on the MAXIMUS web site. So that should clarify some questions as well.

Robert Pfaff: And also I think Kara if an EN contacts the EN Service Branch and has an issue that would be related to MAXIMUS where MAXIMUS can provide direct support, we would just refer them in that instance. So there's no necessarily right or wrong in terms of how that approach will -- we'll make the connection one way or another.

Cara Caplan: Right, if you have a question about it you can come to us and we will definitely direct you from the right direction.

Robert Pfaff: And I want to thank Marti for his input. We're fortunate to have Marti working with us on a part-time basis. Good to have him here.

So, Michelle, I'll kick it back to you for the next item on the agenda.

Michelle Laisure: Sure, thank you. Actually the new Ticket Portal. I believe Desiree will be speaking to that.

Desiree Fitzgerald: Yes, thank you, Michelle.

We’re only about 90 days before we'll have a Portal that is completely built and ready for use. We've been giving you tidbits of information about the portal monthly for a few months now but today we'd like for you to start thinking about being prepared in a serious way and i just want to mention, and we may have mentioned before but there are three main requirements for accessing the portal. Getting the main Social Security account, having security clearance, and having the proper secure browsers. And I should mention with the Social Security account that you have to have the extra security and also I'm not sure if we made it clear in the past, but I want to make sure we make it clear today, that you also have to have a smart phone. It does not work with a land line. You have to use a smart phone. You are going to get a code that you will put in the portal, for each portal session. So we're going to attach something to today's meeting minutes that gives you the information I’m sharing now, but it will also give steps, a few high level steps of what the security clearance involves and it will include the details of the browsers which we may have shared verbally, or perhaps even in writing, but we want to put those 3 requirements together so that everyone will have them and know that those are the three things you will need to do. MAXIMUS will be providing, assistance or documents or other things of hiding information will be made available to you and we are working with them on that now. But if you want to venture ahead and go to social security dot go, to my social security access, feel free to do it but we will be sharing guidance in the future. And that's really all i wanted to say about the portal today but i did want to mention that the portal pilot has, the planning is underway and we do have a handful of people. We only needed a handful of people for what we're calling the first phase of the pilot. And the functionality for the first phase is strictly query so you would be able to see who your clients are and what activity you have in terms of what's been paid, what's pending, those kind of things. So it is limited.

We'll have more in November and we'll bring more people into the pilot so in anticipation of the November pilot it would be good to make sure that we have folks who have met the requirements that could come in. It will be up to our system counterpart what the limitation on how many people they want to participate in the pilot, but we do appreciate everybody's willingness and the people who have already agreed to work with us on the first limited phase.

Cara Caplan: Can I just, just because there's a lot of questions right now that Desiree is talking so she's not reading them, but the extra security on the my ssa.gov, that's not just for the pilot. That is to get into the Portal for eternity. Everybody has to have the my ssa.gov with extra security if you are ever going to get into the Portal.

Desiree Fitzgerald: All the requirements pertain to getting into the Portal, whether it's the pilot or when we get to January. We don't yet have a schedule how we're going to my great somebody on the Portal. I think somebody up there is asking what new portal and it's a good thing we're talking about the portal today. But for the sake of those who may have missed a previous meeting or so where we mentioned the Portal, the Secure Provider Portal that you currently access true MAXIMUS' web site is going to be replaced with what we are calling a ticket portal which will be on SSA's web site and it will connect directly to the information we use so you will be able to get certain information real-time, some things will show up right after you type them, but that's the Portal. If you want to look at previous minutes if you were away for a month or two, you will get some background information about the Portal in each of the last couple of notes.

Michelle Laisure: There are a lot of questions. We're probably getting about 20 a second here.

Cara Caplan: Doesn't everybody need a phone to access the portal? Yes, you do, but you need it to be a phone where you can receive the code.

Desiree Fitzgerald: Which will come by text message.

Cara Caplan: Which will come by text message, yes.

 And you will have to have the extra security or you are not getting into the Portal.

Desiree Fitzgerald: And if you have suitability clearance you have to have Federal level Suitability clearance. If you were cleared through the Office of Personnel Management then that would be the acceptable clearance. If you were perhaps a WIPA and you got clearance for that, that may very well be what you need. But we would still need to have you participate when we come out asking for those folks who ask the use the Portal and you would just an know when you submit your name, I believe you have security clearance and we'll check that out. But if you think you have suitability clearance please submit your name. You are going to get something, sort of an applicant list, the names of the folks from your particular organization will have to go on that list. We're going to try to coordinate through a point of contact for each agency so if there are two or three people at your agency who need to have this clearance that we won want to coordinate through one person, but then you would get an identify lick to authorize the office of personnel management to fill out your question. But we're going to put this steps in an email.

Cara Caplan: I know the other question. People with the pilot were confused on this one as well. People are saying the new Portal or whatever, people had told us, I already have access into the Portal. You have access now and, too, it's the Secure Provider Portal that MAXIMUS runs. This is the iTOPSS Portal. The MAXIMUS Portal will eventually come down and it will take over. They are two separate portals.

Desiree Fitzgerald: The next generation. Navigation is different and there are a couple details that are different. The marketing file will be in there. I don't have the notes with me today and seems like we will have a comprehensive overview of everything again before we get to January. We've been mentioning a little here and a little there on the various meetings. But, yes, it is, it will be a different entity but it will allow you to get your reports through timely progress reviews if you use it for that purpose and to request payments. For example, i think someone asked on last month's call would you still be able to upload a payment request form? You wouldn't be able to upload a payment request form because you wouldn't need to, just fill it out online. Very little payment information. It's just a couple fields of information in order to request the payment.

Someone is asking whether two people can share one motion. I should mention the my social security account gives you access to your own personal earnings information that we have maintained here at social security so you would be able to see your social security statements about your employment history and earnings. So that's personal and that wouldn't be shared with anyone.
Since that code is going to the person with the specific identity then it stands to reason that only one person could use that phone. We can double check but more than likely that's the way it is, that only one person could use that phone.

Cara Caplan: And a lot of people are asking what is extra security. It is a two-step process on the myssa.gov page. Social security is going to mail to your house a pin number and SSA is using that pin number to allow you to access the portal. Your background is just being checked out a little more. This is something very new for SSA, we're letting people (inaudible) the public before.

Desiree Fitzgerald: We're using the same authentication system that we use when you go to your own personal information, except you will have a web address and if you come in through the portal web address, the system will identify you based on your pin that's associated with your my SSA account then it will route you to the portal if we also have information in our records that say you have suitability clearance and that you are in fact an employee of a particular Employment Network or VR agency. So the system is checking all those things but it is identifying you and verifying that you are in fact the person that you say you are based on the process that's there when you go to your personal information. So it is a very secure system and you are actually in a portal that connects to, you know, millions of records. Even when you think about the marketing file alone, that's a large, you know, potential risk of PII so we have to have it as secure as possible so these are the requirements for when you are coming in to the portal. And MAXIMUS will be there to, you know, help you adjust to these processes with some valuable information if you need it but from the folks that have done the my SSA account most folks have not had problems with it and sometimes there are things you may encounter that you might have to contact your social security office if there's some out of date information, if they don't have the right name or some things in their records that don't correspond to your current status. But if social security has your correct information then the registration process should be relatively smooth. We are stressing remember to register for the extra security because that's essential for accessing the portal. And we will attach information to the meeting notes about this and, as I said, there will be an opportunity on these topics.

Michelle Laisure: Thank you Desiree, we look forward to the continued conversation on this. I'm sure we're going to get additional questions and with the handouts and instructions I'm sure that will help a lot of the en's understand the process a little clearer. So it's one of those steps that we are going to cover during each of our upcoming calls.

Desiree Fitzgerald: When you register if you did not register for extra security you would have to do that. You would know whether you registered for -- you may know whether you registered for extra security if you received a pin in the hail. So you may have to take an additional step if you did not receive a letter with a PIN number.

Michelle Laisure: That pin number is key. If you registered before you need to make sure you have received a pin number.

 We're going to move on to Sallie Rhodes, she's going to be giving us two updates, actually, one quick update on the OFCCP webinar that took place in august and just a recap briefly of the community of practice section 503 session that we had also in August. Sallie?

Sallie Rhodes: Thank you, Michelle, before I get started on this can I ask you a question about the smart phone issue. Smart phone implies a cell phone where you pay for a monthly data package and I think what we need is just the ability to get a text. I've seen the acronym SMS and the word smart phone. The essence is that you need to be able to get a text message. We can clarify that for the notes.

Okay, I'm just going to give a very brief overview on three information-packed webinars that we have given in the past month. The August 13th one was a webinar that featured experts from the office of federal compliance programs presenting on changes to section 503. They did a detailed summary of the changes and it was very interesting to know that they recognize en's as an important employee referral resource for federal contractors. Actually the presenters encouraged people to apply to the ERRD and provided information on how to (inaudible).

As you may be aware, OFCCP and Social Security established a partnership late last year whereby social security invited en's, public entity and nonprofit en's to complete the profile that's required to be listed in the ERRD and then social security submitted batch submissions of these profiles and as of today, 140en's have been enrolled in the disability and veteran's community resource directly which is a subdirectory of the ERRD as a result of this effort.

The powerpoint for the OFCCP has not been posted yet.
When you get there you can click on the 503 on the scrolling banner then look for the technical assistance session and see a link you can click on to attend training webinars and you will find all the OFCCP and any announcements about upcoming webinars.

We also had an August 20th webinar where Michael Murray from the Office of Personnel Management presented on the Federal government as a model employer of people with disabilities. This was very information packed webinar. Mr. Murray repeatedly acknowledged the value of the national network of employment specialists and the unique role we can play for jobs with the federal government and Mr. Murray offered strategies for making the case for disabled beneficiaries. He had a number of things you can access including reports for hiring people with disabilities. Mr. Murray highlighted several strategies in particular for helping job seekers obtain federal government and they included things hiring through the Schedule A authority.

Getting your job candidate to the OPM shared list, which is managed through a group called bender consulting. This is a company OPM contracts with to further screen and interview schedule a candidates to assist federal agencies to quickly fill positions with qualified applicants. He also presented a case for hiring managers once an application is in place for a job opening and he explained what the conversion rate is. There's a two or three year period that allows the employee to convert to a position within the federal government. To get the full impact of this wonderful webinar we strongly encourage you to visit the archive presentation Mr. Murray's presentations. This is on the ticket to work web site, look for the 503 community of practice ones and look for the august 20th listing.

Yesterday we also had our September 503 community of practice forum. During this one Marie Strahan and i provided a practical tool kit presentation on locating contractors and subcontractors. We actually conducted live demonstrations how to search 3 key data banks maintained by the federal government for specific business and administrative purposes. Those web sites were the federal data procurement system, and the system awards management or SAM.
These are all web sites developed for specific purposes but you can repurpose the information in these web sites and use them to identify and then mine information on federal contractors and subcontractors. We also compiled and reviewed many of the strategies that have been shared by your en peers in the past several months on how to effectively connect with and market your ticket customers to federal contractors. Once you have identified who you want to target your marketing efforts to, the powerpoint from yesterday's 503 presentation is currently on the ticket to work web site in the information center under upcoming events. We will probably receive the next week. At that time the archive and the powerpoint will be moved inside the information center.
I also want to point out we have in the information center we have a useful tool, a guide on using the federal procurement data system and on the USA spending web site and some tips for discussing 50 flee with federal contractors and all this is in the information center and when you look under federal contractors you'll find these unique and useful resources.
I've only highlighted really some key things in these, I encourage you to either visit for the first time or revisit the archives for these presentations. That's it.

Michelle Laisure: Thank you, Sallie. Again please visit our information center we really have built during the past year, it's been almost a year or so. We have talked about 503.

Sallie Rhodes: It is a year in November.

Michelle Laisure: All right, so it's approaching soon. Anyway, I have a wealth of information, thank you for contributing to that, Sallie, and thank you for all your work on that with Charlene Dwyer. We have received a few questions regarding the Employment Network Status Report and we wanted to share with you a few helpful hints how to utilize that report. One good thing we wanted to stress, the employment status report is updated daily reflecting the latest data available at 3:00 pm eastern standard time the previous day. We do want to highlight two features if you are still on the -- look at your web site there on the value information that's available in the report. In the report you will find per social security number the status of the payments related to that employment outcome, if it's open, if the payment is in process, if it's pending, if it's been paid, if it's been denied. And going to the next document there we will show you that under payment status you will have some type of outcome reported on that individual payment and then under where you see the red circle there, it has en follow-up required.

This report actually, if you see the word anywhere listed yes, next to it is a corresponding comment that actually requires a follow-up by the en so we're giving you real-time information as to when the report was last updated with information that we believe will be helpful to you and correcting any of your payment denial information. So, again, under the en follow-up required column you will be able to see the word yes and the example we're giving you we actually didn't find any that needed follow-up but there will appear the word yes in that column and next to it again under comments there will be a description where you would see action steps that you would need to complete in order to obtain payment on that particular case.

We will open it up soon to questions but we felt, given some of the additional emails we have received about the Employment Network Payment Status Report that these two features would be very helpful to you.

As far as a recap of the Ticket Training Tuesday session, next week we will have a technical assistance session. Following September 23rd we will be speaking during our ticket training Tuesday Timely Progress review and on September the 30th, 1:00 eastern standard time will be the all en payments call.
At this time that concludes our agenda and operator we'll open it up to questions.

Operator: Ladies and gentlemen, if you would like to register a question, please press the 1 followed by the 4 on your telephone. You will hear a 3 tone prompt to acknowledge your request. If your question has been answered and you would like to withdraw your registration, please press the 1 followed by the 3. One moment please for the first question.
Our first question comes from the line of Patrick Gallagher. Please proceed.

Patrick Gallagher: Hi, how are you doing?
I heard you say about the, having your socialsecurity.gov account. How do you sign up for that, for the extra security clearance?

Desiree Fitzgerald: Yes, you go to socialsecurity.gov, there will be a place where you can create your my social security account and it will walk you through the steps for doing that and you will get to a question that asks, would you like to request extra security? You would check yes and there will be a series of screens associated with that.

Patrick Gallagher: Okay. So you go on there and you click that you would like to accept more security?

Desiree Fitzgerald: It will just be one of the questions. You will get a series of questions, you know, personal identifying information they will ask you and they will need you to provide something like a credit card number or something like that, but there will be one question in particular that will ask you, would you like to register for extra security because you don't have to do that normally when you are just wanting to access your own information. But you will be able to do that and you should do it. Actually, you must do it when you are registering to access the portal in addition to your own personal information.

Patrick Gallagher: When does this go into effect? Should we have already signed up for this account?

Desiree Fitzgerald: No, you need to have signed up and have gotten your PIN and communicated that to us -- we are wanting to get this done by the middle of December. The Portal will be ready in January but not everybody will go in during January, we're probably going to end up having to stagger converting folks into it so we're probably going to be converting folks to the portal between January and March. But we haven't really pinned those dates down. So i would say by mid-December you should have done it. The sooner the better, though. And once you register for the extra security you will get something, the pin will come in the mail in about 10 business days so just keep that in mind if you are registering late, you know, late in the year. But you can go there and at any time.

Peter Gallagher: And that pin we would use to access the portal when we get in?

Desiree Fitzgerald: Actually you would give the pin to us and we will maintain that pin in our system and you shouldn't share it with anyone else.

We’ll give more information about that, how you are going to communicate that, the pin to us, to your representative on en services branch or through a secure web site that we have that we can communicate with you through. But we'll give more information about that later but you should secure that pin, keep it private. Once we put it in our system then you won't, i don't think you need to use it -- wait a minute. I don't want to say anything wrong so i won't speak too much on it but we will definitely have information available in writing for those who need it, who would like it and we'll share that with you more as time goes on.
But if you want to venture off into the web site it will guide you through the steps.

Peter Gallagher: Okay. Okay, thank you very much for your answers.

Desiree Fitzgerald: You're welcome.

Peter Gallagher: People are asking does it cost anything? It doesn't cost you anything.

Desiree: No, it doesn't cost anything. This is a service that social security wants people to take advantage of. The mySSA account is your personal information that Social Security maintains. They want you to look at those statements. If you recall we used to mail out statements maybe every year or every other year or something and for the sake of cost savings they stopped mailing them out, but you can go through this my social security account and access your personal earnings information.

Peter Gallagher: That's any citizen of the united states.

Desiree Fitzgerald: Yeah. So it's there and it's available and the agency would like people to go and check the record so you don't wait until retirement and find out we don't have some information because you can always correct what's there if you need to, you know, by contacting your local office.

Cara Caplan: Someone is asking if you can have two accounts. You cannot personally have two accounts but if you work for two ENs you can access the Portal on behalf of each of those ENs but you can only do business on behalf of one of those ENs per session. So if you work for two en's you can access the portal, you know, on behalf of one or the other using your same credential, but only one en, you can only be in one en area at a time. And then you have to log in separately to go into the other.

Desiree Fitzgerald: And you can do it from home or from work, it doesn't matter.

Operator: Our next question comes from the line of Susan Webb, please proceed.

Susan Webb: Hey, everybody, how are you? I've asked this question three times including on today's chat and I don't know why I'm not getting an answer. But I have a, we're so concerned about our security and making sure that our information is not being used inappropriately, yet we're using our personal account on SSA to access a business-related portal. And now I'm hearing you say you want our password. What is it that I can feel secure about that somebody over there isn't going to get into my personal account and see my personal information?

Desiree Fitzgerald: We're not going to have your password. We're not going to have the code that you get on your personal smart phone. We're just having the 6-digit number that the system needs to help verify you. We don't have any reason to keep that number personally once it's in that table in the system, but that's only one piece of it. There are lots of things in that table that make you able to get to your information, will make you able to get to your en's information. No one here will be able to access your en information. So even your en's service branch representative can't get into the portal to see your -- they have to go into our system where we currently go into to see what's in our system. So they can't see, they cannot see your personal SSA information or your en portal information. We can only see the part of our system that we currently see.

Susan Webb: I misunderstood. I thought you were saying we should give you our password. I didn't realize --.

Desiree Fitzgerald: No, you shouldn't share that with anyone, but we do have to have the PIN because that's what has to go into the system.

Susan Webb: Okay, I'm sorry, that's what I was thinking.

Desiree Fitzgerald: Actually Susan, your pin is anonymous like about your SSN, you shouldn't just be emailing that to us, that should go over that secure gov email to us.

Susan Webb: The PIN thing, I went in for the extra security yesterday and they said they were going to send it to me by mail in 7 to 10 days. So it is a two-step process. So I get it now. Okay, that helps differentiate. I understand.

Another question or issue I think I want the other ENs on the call to understand, we had an incident happen recently where we were deleted from the EN list that is sent out to beneficiaries when they call the toll free number to find out more information and if they requested an en list then they get that list. We were not on it and they investigated it and what had happened is we got inadvertently dropped from some recent update.

Now, this is not the same list as the one on the EN Directory on Choosework, this is a different list that we as en's hardly ever see. I happened to find out because a ticket user came in and showed me her list and said how come you guys are not on this?

I know Mark is not there today but I know he and some other folks are looking at some sort of cross check to make sure we were the only ones dropped but it seems kind of weird to know we might be. I think the only way you can really find out at this point is to call the number yourself and ask them to send you the list for your service area so you can cross check yourself to make sure you are still on it. So I just wanted to make that awareness announcement to people so they can check. We have enough trouble getting people to call us, we don't need to be off that list too.

Desiree Fitzgerald: Yeah, but I would advise before we start having hundreds of people calling the BASS about this that we give mark a chance to check into this because --.

Felix Stump: Actually, Desiree --.
There may be a way through automation that we can verify that the lists match or bring them up to date. So if you --.

 Hello, everyone, I'm Felix Stump, Deputy Project Director with Operations Support Manager. Susan, you are absolutely right that was an issue but I think one thing I want to make clear was that the, what caused your en to be dropped from that list, it wasn't simply an indicator in your file that got kind of mis-keyed, something that might be kind of like an example of a more widespread problem where each en would need to be concerned individually as to whether or not they also were miskeyed somehow and inadvertently dropped from that file. It was a symptom of a systems error that was introduced when we performed an upgrade to the data base that the bass uses and to your point it is a separate process from what is used to populate the web site. It's a separate data base or at least a different location for the data base, what they use to send out the mailed list of en's to beneficiaries when they call, which is the list you are talking about, Susan. It was an error but it was corrected when we heard from you that this was going on and so the correction that we performed addressed the issue across the board because it wasn't an issue with the profile that we have on file for Arizona Bridge to Independent :living, it was an issue in translation of the data and that was fixed. So it wasn't an issue with your individual kind of item, it was further upstream than that, if it makes sense. So in fixing that, not that it is a bad idea to confirm, to have a check to see all the information is everywhere it needs to be, that's certainly important. But it isn't the case that right now a different en could also be off the list and not know it and have it be for the same reason. Because the thing that caused yours was fixed.

Susan Webb: Okay, now everybody is alerted though. If they are uncomfortable they can still check on it. I just wanted to make it clear that just because you are on the en directory doesn't mean you are on the other way because you are right, they are two separate processes to populate the list. We don't know how long we were off the list, even. This is not a list that we typically see as ENs.

Felix Stump: You are right, I'll take the opportunity to stress it isn't like a super secret list that you are not allowed to see, it's just part of the process where it's very easy for you to see the beneficiaries -- the directory on the web site is for the fix prob and it's easy for you as an EN to go to the directory and see what they see. It's less easy for you to see this in the mail and that's the reason it's on this list, it's not any kind of a private closely held thing. And you are right that to be on one list does not always mean that you are on the other, although it should. I mean that's how it is supposed to work. It should not generally function as two separate lists and each have to be updated separately. They function in tandem and when one is changed the other is changed with the exception of where that did not take place and the cause for that has been addressed and corrected.
However, to your point that does not mean that may not happen again but -- and I also do want to say that i think we do know how long you were off the list and it was between the time that you identified it for us and we fixed it, that was the point it was corrected. The point that you began to fall off that list was the most recent update of the software and that took place roughly a month prior.

Susan Webb: That's good information. That should make people a little more comfortable.
One other thing and then I'll hang up because I want to give others a chance. Is Cara still there?

Cara Caplan: Yes, I am.

Susan Webb: Cara, do you want to tell everybody about the recent enlightenment having to do with suitability clearance and the fact we now can, when we have a job offer out to someone, we don't have to have them on payroll first before we go ahead and submit them for security clearance? You didn't cover that, I had sent in a little note that that would be helpful for people to know.

Robert Pfaff: Susan, this is Rob, we're working on a response to that and we'll have that to you shortly.

Susan Webb: You mean like in a blast or what?

Robert Pfaff: This is something we talked about internally.

Cara Caplan: This is sort of like a pilot right now, it's not a national thing. We're not saying we're going to extend it forever so we're just kind of piloting it with a couple of en's right now to see how it works. Because this is a huge added expense to the government.

Susan Webb: It could be, that's for sure. So that was the point i wanted to make, it's not something we can do willy-nilly, we have to be judicial about it. But it certainly is welcome news to en's because we sit here trying to figure out what people can do because they can't see PII, you are paying somebody a lot of money.

Cara Caplan: This hasn't been finalized yet, we haven't had approval. We have to get approval from our associate commissioner and possibly our deputy commissioner, so this is still, we're not going to announce something that isn't happening yet.

Susan Webb: Okay, all right. Thanks for that. That's it, that's all i had. Nice to talk to everybody.

Operator: Our next question comes from the line of Ernest Wolley, please proceed.

Ernest Wolley: I have a question. We actually got our first piece of work and on it, it has where other en's can share in the ticket. I don't understand that.

 Yeah, we just got our first ticket to work, it's our first one. On the ticket to work it says that other en's can share this ticket but there was no other en's on it. I don't know why that was on the ticket itself.

Desiree Fitzgerald: It's a split payment type of thing, what you are talking about, and it's in the case that if a previous en had to sign this ticket there's a possibility the payments could be split. It's not saying that it's going to happen.

Ernest Wolley: How would that happen? I don't understand. If i have a customer who assigns it to us, you are saying there could be money out there somewhere floating around in cyberspace that would be drawn on it? I don't understand.

Desiree Fitzgerald: If the beneficiary assigns to EN A, and now they have unassigned it from EN A and they now assign it to you, en a could have done a lot of work with this person, helped them get a job, what not. What happens is it's called a split case. Some moneys may go to you and some moneys may go to A.

Ernest Wolley: So moneys were due to the other EN, that's just money that would come up to the point they worked with the client and then we would take over from there, is that correct?

Robert Pfaff: It's more complicated to that. Not necessarily. But if you -- what state are you from?

Ernest Wolley: Louisiana.

Robert Pfaff: Okay, if you want to, I can have, if you want to give me your email I can have the person from Louisiana contact you and we can get you in contact with a payment specialist who can explain the whole thing to you.

Ernest Wolley: Okay, I'm going to need that because it's very confusing to me.

[Call Ended]